


## TEXAS WORKFORCE COMMISSION LETTER

**ID/No:** WD 75-05

**Date:** October 28, 2005

**Keyword:** TWIST

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Staff  
Integrated Service Area Managers

**From:**  Luis M. Macias, Director, Workforce Development Division

**Subject:** New Forms for The Workforce Information System of Texas

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### PURPOSE:

To provide Local Workforce Development Boards (Boards) with new forms for The Workforce Information System of Texas (TWIST).

### REFERENCE:

Guide to Using The Workforce Information System of Texas, as revised  
September 20, 2005  
WD Letter 65-05, issued September 14, 2005, and entitled "Common Measures"

### FLEXIBILITY RATINGS:

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. Federal and state laws, rules, policies, and required procedures with a "No Local Flexibility" rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a "No Local Flexibility" rating is indicated by "must" or "shall."

Failure to comply with the federal and state laws, rules, policies, and required procedures with a "No Local Flexibility" rating may result in corrective action, up to and including sanction and penalty.

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All guidance or recommended practices with a "Local Flexibility" rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a "Local Flexibility" rating are indicated by "may" or "recommend."

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a "Local Flexibility" rating.

## **BACKGROUND:**

With the implementation of Common Measures, customer information is collected based on the *Date of Participation*, which is the date customers receive their first qualifying service in a *Participation Period*, regardless of the program from which they receive the service. Prior to Common Measures, customer information was collected and recorded at various intervals based on the Level of Intake (Basic, Employment Service, or Specialized Services).

WD Letter 65-05, issued September 14, 2005, and entitled “Common Measures” includes definitions of *Date of Participation* and *Participation Period* and procedures for collecting and entering customer information.

Because new screens and fields have been added in TWIST—and current screens and fields have changed—current data entry forms have been updated, and some new forms have been developed. Camera-ready copies of the forms have been sent to the TWIST System Administrators under separate cover.

This WD Letter supersedes and rescinds the following WD Letters:

- WD Letter 16-03, issued April 16, 2003, and entitled “New Forms for The Workforce Information System of Texas”
- WD Letter 16-03, Change 1, issued October 14, 2003, and entitled “The Workforce Information System of Texas: Revised Data Entry Forms”

## **PROCEDURES:**

In the event that TWIST is unavailable for entry of customer data, it is recommended that Boards use the new and updated TWIST forms to collect customer data. The forms correspond with required information in TWIST.

**LF**

Boards must ensure that all customer data collected using the forms is subsequently entered in TWIST.

**NLF**

Following are the new and updated forms, which are included as Attachment 1:

- TWIST Customer Registration (TWIST PH4 Form 09/14/2005)
- TWIST Customer Enhanced Service Level (TWIST PH4 Form 09/2005)
- TWIST Common Measures Data (TWIST PH4 Form 09/2005)
- TWIST Assessment Tracking (TWIST PH4 Form 09/2005)
- TWIST Employment History Detail (TWIST PH4 Form 09/2005)
- TWIST Income Detail (TWIST PH4 Form 09/2005)
- TWIST WIA ITA & Financial Assistance/Youth Goals & Attainment Tracking (TWIST PH4 Form 09/2005)
- TWIST Participation/Good Cause/Penalty Tracking (TWIST PH4 Form 09/2005)
- TWIST Performance Data (TWIST PH4 Form 09/26/2005)
- TWIST Program Detail Summary (TWIST PH4 Form 09/2005)

- TWIST Rapid Response Registration (TWIST PH4 Form 09/2005)
- Texas Workforce Commission – Rapid Response Survey (TWIST PH4 Form 09/2005)
- TWIST Service Tracking (TWIST PH4 Form 09/26/2005)
- TWIST Customer Specialized Service Level, Page 1 of 2 (TWIST PH4 Form 09/2005)
- TWIST Customer Specialized Service Level, Page 2 of 2 (TWIST PH4 Form 09/2005)
- TWIST Support Services (TWIST PH4 Form 09/2005)

Word versions of the forms can be accessed on the Texas Workforce Commission's Intranet site at

[http://intra.twc.state.tx.us/intranet/gl/html/forms\\_index.html](http://intra.twc.state.tx.us/intranet/gl/html/forms_index.html).

Boards must destroy all outdated TWIST forms and replace them with the new and updated TWIST forms listed above.

**NLF**

Also, a revised *Guide to Using the Workforce Information System of Texas* (guide) was released September 20, 2005. Boards must destroy all hard-copy versions of previous TWIST guides and replace them with the guide issued on September 20, 2005. The guide is available on the TWIST FTP server at [ftp://ftp01.twc.state.tx.us/priv/TWIST/TWIST\\_Administrator\\_Files/UserGuide](ftp://ftp01.twc.state.tx.us/priv/TWIST/TWIST_Administrator_Files/UserGuide) and also in TWIST under the ***HELP Menu – Help Topics***.

**NLF**

Boards may develop their own forms locally as long as the forms contain all of the required data elements necessary for data collection and entry in TWIST.

**LF**

#### **ACTIONS REQUIRED:**

Boards must ensure that appropriate staff is apprised of and complies with the requirements in this WD Letter.

#### **INQUIRIES:**

Direct inquiries to Lorraine Johnson at (512) 339-6863, ext. 209 or [Lorraine.johnson@twc.state.tx.us](mailto:Lorraine.johnson@twc.state.tx.us).

#### **ATTACHMENTS:**

Attachment 1: TWIST Forms

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|---|------------------------|
| Rescissions: WD Letters 16-03 and 16-03, Change 1 | Expiration: Continuing |
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